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**ILLINOIS COMMERCE COMMISSION**

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Docket No. \_\_\_\_\_  
ICC OFFICE  
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02-0163

Innosys Computing, Inc. :  
dba Innosys Communications, Inc. :  
 :  
Application for a Certificate of :  
Interexchange Service Authority to operate :  
as a reseller and facilities based carrier :  
of telecommunications services within the :  
State of Illinois. :

**APPLICATION FOR CERTIFICATE TO BECOME A  
TELECOMMUNICATIONS CARRIER**

**GENERAL**

1. Applicant's Name (including d/b/a, if any)

FEIN # 37-1289531

Innosys Computing, Inc. dba Innosys Communications, Inc. ("Innosys" or "Applicant")

Address: Street 911 North Elm Street, Suite 127

City Hinsdale State/Zip IL 60521

2. Authority Requested: (Mark all that apply) X 13-403 Facilities Based Interexchange

X 13-404 Resale of Local and/or Interexchange

       13-405 Facilities Based Local

3. Request for waivers/variances: In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

X Part 710 Uniform System of Accounts for Telecommunications Carriers  
See Exhibit A, attached.

X Part 735 Procedures Governing the Establishment of Credit, Billing, Deposits,  
Termination of Service and Issuance of Telephone Directories for Local Exchange  
Telecommunications Carriers in the State of Illinois  
See Exhibit A, attached.

\_\_\_\_ Section 735.180 Directories

\_\_\_\_ Other

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following: **NOT APPLICABLE**
- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
  - (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
  - (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
  - (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.
5. In what area of the state does the Applicant propose to provide service?

**Innosys seeks statewide authority to provide intrastate service in Illinois**

6. Please attach a sheet designating contact persons to work with Staff on the following:  
**See Exhibit B, attached.**

- a) issues related to processing this application
- b) consumer issues
- c) customer complaint resolution
- d) technical and service quality issues
- e) "tariff" and pricing issues
- f) 9-1-1 issues
- g) security/law enforcement

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

7. Please check type of organization?

\_\_\_\_ Individual

\_\_\_\_ Partnership

\_\_\_\_ Other (Specify)

X Corporation

Date corporation was formed **February 26, 1992**

In what state? **Illinois**

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois. **See Exhibit C, attached.**
9. List jurisdictions in which Applicant is offering service(s).

**Innosys currently offers international wholesale and resale services to telecommunications carriers in the United States under a grant of Global Facilities-Based and Resale Authority by the Federal Communications Commission as set forth**

**in 47 C.F.R Section 63.18(e)(1) & (2). Innosys is not currently authorized to provide intrastate telecommunications services in any jurisdiction.**

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

\_\_\_\_\_ YES (Please provide details)     ☒ NO

11. Have there been any complaints or judgments levied against the Applicant in any other jurisdiction?

\_\_\_\_\_ YES     ☒ NO

If YES, describe fully. \_\_\_\_\_  
\_\_\_\_\_

12. Has Applicant provided service under any other name?

☒ YES     \_\_\_\_\_ NO

If YES, please list.

**In California: Innosys Computing, Inc. dba CallSave**

13. Will the Applicant keep its books and records in Illinois? ☒ YES     \_\_\_\_\_ NO

If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested.

**MANAGERIAL**

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in narrative form, resumes of key personnel, or a combination of these forms. **See Exhibit D, attached.**

15. List officers of Applicant.

**Youngwhan Lee, President/Director**

**Chunhee Suk, Secretary/Director**

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? \_\_\_\_\_ YES     ☒ NO

If YES, list entity. \_\_\_\_\_

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

For prepaid calling card services, Innosys will not issue bills to the users of the service ("End Users").

For retail (a) postpaid (subscription) calling card service, (b) 1+ origination service and (c) 8XX (toll-free) origination service, Innosys will issue monthly billing statements to the subscribers. These statements will include:

- (i) Innosys' name, address, and toll-free customer service number;
- (ii) total due, outstanding balance, and itemized charges; and
- (iii) beginning and ending billing date, due date, late payment date, and termination date.

For all wholesale services, the entity that is reselling the service (the "Reseller") will be responsible for billing the subscribers.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

Innosys is committed to resolving all customer complaints in a reasonable and timely manner.

For all retail services, Innosys will establish a Customer Service Department where a Customer Service Representative ("Representative") will be available to handle service, billing, and repair complaints via a toll free number, 1-888-800-7750. In addition, customers with complaints or inquiries can obtain support through Innosys' website at [www.innosysworld.com](http://www.innosysworld.com) or via email at [support@innosysworld.com](mailto:support@innosysworld.com).

If the Representative is unable to resolve the complaint to the customer's satisfaction, the customer will be escalated to a Customer Service Supervisor ("Supervisor"). If the Supervisor is unable to resolve the issue, the Supervisor will pass the customer to the Customer Service Department Manager. If resolution is not possible the customer will be informed that they have the right to have the problem reviewed by the Illinois Commerce Commission, and Innosys will furnish the customer with the telephone number and address of the Consumer Affairs Division of the Illinois Commerce Commission.

For all wholesale services, complaints will be fielded initially by the Reseller. If a complaint cannot be resolved by the Reseller, the complaint will be forwarded to Innosys for resolution as described above.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? ☒ YES ☐ NO

20. What telephone number(s) would a customer use to contact your company?

A customer may contact Innosys at 1-630-654-2377 or toll-free at 1-888-800-7750.

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

☒ YES      ☐ NO

22. Please describe applicant's procedures to prevent slamming and cramming of customers?

**Slamming and cramming are not issues in the provision of prepaid calling card services and postpaid calling card services.**

**With respect to retail origination services, Innosys will establish a system to prevent slamming and cramming that includes the following:**

**(a) Require a written or electronically signed Letter of Authorization from the subscriber;**

**(b) Employ the services of a third party verification agent for oral authorizations; and**

**(c) Maintain and preserve records of verification of subscriber authorization for a minimum period of two (2) years.**

**With respect to wholesale origination services, Innosys will contractually insure that its Resellers implement the above procedures.**

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 735, 755, 756, 757, 770, and 772? **NOT APPLICABLE.**

☐ YES      ☐ NO (If no, please provide an explanation.)

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

☒ YES      ☐ NO

## **FINANCIAL**

25. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

**Attached hereto as Exhibit E (filed under seal) are Innosys' financial statements with accountant's compilation report for FY2001. Please note that the information provided in Exhibit E is privileged and confidential and therefore is being provided solely for the Commission's review and is being submitted separately under seal with a Motion for a Protective Order ("Motion"). This Motion seeks the confidential treatment of all information contained in Exhibit E.**

## **TECHNICAL**

26. Does Applicant utilize its own equipment and/or facilities? ☒ YES ☐ NO

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

Innosys will utilize its two switches located at One Wilshire Building in Los Angeles, CA to provide international long distance services to its customers in the State of Illinois. (See Exhibit D for evidence of technical resources.)

Innosys will contract with various LECs to provide origination service to its customers in the State of Illinois.

If NO, which facility provider(s)'s services does the Applicant intend to use?

27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).

Innosys will provide (a) prepaid calling card (debit card) service; (b) postpaid (subscription) calling card service; (c) 1+ origination service; (d) 8XX (toll-free) origination service; and (e) long distance termination service to Resellers and End Users at the intrastate, interstate, and international levels.

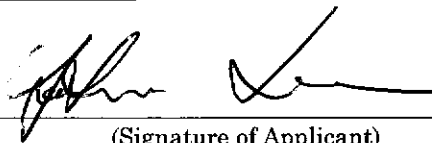
28. Will technical personnel be available at all times to assist customers with service problems?

☒ YES ☐ NO

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? ☐ YES ☐ NO

NOT APPLICABLE.

Innosys does not intend to provide pay phone service.



(Signature of Applicant)

VERIFICATION

This application shall be verified under oath.

OATH

State of Illinois )  
 )ss  
County of Dupage )

YOUNGWHAN LEE makes oath and says that he is PRESIDENT / CEO  
(Insert here the name of affiant) (Insert the official title of the affiant)

of Innosys Computing, Inc. dba Innosys Communications, Inc.  
(Insert here the exact legal title or name of the Applicant)

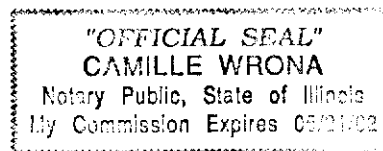
that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.

[Signature]  
(Signature of affiant)

Subscribed and sworn to before me, a Notary Public/ Camille Wrona  
(Title of person authorized to administer oaths) NOTARY

in the State and County above named, this 22nd day of February, 2002

Camille Wrona  
(Signature of person authorized to administer oath)



## **EXHIBITS**

EXHIBIT A	REQUESTS FOR WAIVERS
EXHIBIT B	DESIGNATED CONTACT PEOPLE
EXHIBIT C	ARTICLES OF INCORPORATION
EXHIBIT D	MANAGERIAL AND TECHNICAL QUALIFICATIONS
EXHIBIT E	FINANCIAL STATEMENTS